



Charles D. Baker, Governor
Karyn E. Polito, Lieutenant Governor
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June 8, 2018

Dear MBTA Customer,

It is our pleasure to welcome you to the June 2018 update of the MBTA's System-Wide Accessibility Initiatives. In our continued efforts to become the global standard for accessible public transit, we have been working to advance a diverse array of projects across the fixed-route system (bus, subway, Commuter Rail, and ferry).

As always, these projects have been chosen based on commitments outlined in the MBTA/BCIL Settlement Agreement, specific priorities identified by the Department of System-Wide Accessibility, and your direct customer feedback. Initiatives may change over time in response to evolving priorities and/or resources.

This semi-annual update includes the current status of each initiative, as well as an addendum that includes the projects that were recently completed and removed from the list. Highlights include:

- All high-floor buses have been removed from service!
- Wollaston, the last inaccessible Red Line station now under construction
- Opening of completely renovated elevators at Park St. (804)
- Brand new accessibility pages on mbta.com
- The launch of an innovative wayfinding pilot along 2 bus routes

Please accept our sincere gratitude for your continued support in building an MBTA that is reliable and accessible to all our customers.

Sincerely,

Laura Brelsford
Assistant General Manager
Department of System-Wide Accessibility

MBTA System-Wide Accessibility Initiatives

June 2018 Update

PLAN FOR ACCESSIBLE TRANSIT INFRASTRUCTURE

1. System-Wide Accessibility (SWA) and Capital Delivery will oversee the survey of MBTA Commuter Rail Stations, Subway Stations, and Bus Stops to identify meaningful barriers to accessibility as part of the Plan for Accessible Transit Infrastructure (PATI).

Update: The Bus Stop Survey Tablet Application was developed and deployed for field work in September of 2016. All 7,685 bus stops were located and surveyed as of May 2017. Stops identified as “critical” (completely inaccessible) during the survey effort have been reviewed in partnership with local cities/towns: 130 of these stops will be reconstructed in fall 2018 and the 54 remaining are in design and will be reconstructed in spring 2019.

The Station and Commuter Rail Stop Tablet Application development started in spring 2017. Surveys started September 2017 and were completed at the end of October 2017. 178 accessible stations across all lines were surveyed in order to capture any meaningful barriers. Scoring methodologies and station reports will be complete by fall 2018.

This initiative is now complete.

2. The MBTA will develop criteria to assist in prioritizing the removal of access-related barriers identified in PATI.

Update: The PATI External Engagement Committee convened in March 2018 to review the state of the system; the progress of PATI to date; preliminary PATI findings; context and timelines;

and to discuss challenges and considerations for prioritization. The PATI EEC plans to meet in early June to finalize prioritization recommendations.

Formal recommendations regarding prioritization will be complete summer 2018.

3. The MBTA will publish a PATI report that will summarize existing barriers to access system-wide; explain methodology and tools used in evaluating station access; articulate a process that can be replicated at various points in time for identifying priorities within the barriers identified; and outline a barrier removal plan and a multi-year strategy. The PATI report will be written in such a manner that it can be updated every 1 to 2 years.

Update: This report is expected by end of 2018.

VEHICLE MAINTENANCE

4. See addendum for previously completed initiatives.
5. See addendum for previously completed initiatives.

BUS OPERATIONS

6. See addendum for previously completed initiatives
7. See addendum for previously completed initiatives.
8. See addendum for previously completed initiatives.
9. The MBTA will designate at least four additional seats as Priority Seating seats on all fixed-route buses and Silver Line vehicles.

Update: The design of the new decal has been completed. In October 2016, SWA and Vehicle Engineering identified locations for Priority Seating decals on all new and existing buses. Locations were selected in a manner to ensure that there will be a net increase of four additional priority seats. Decals have been purchased for the entire bus fleet and are currently being piloted on five buses. A timeline for installation on the remainder of the fleet is now under review.

10. See addendum for previously completed initiatives.
11. Operations and SWA will install revised Priority Seating signage on new vehicles and vehicles being overhauled to improve the visibility of the signage and to ensure consistency across all modes.

Update: The design for new Priority Seating signage is complete, and as described above, locations for installation have been selected on all buses. Locations have also been selected on all legacy Subway vehicles. SWA and Vehicle Engineering will be meeting in June to determine Priority Seating sign locations on all new Orange Line trains. SWA is awaiting approval for funding for sign procurement and installation on Subway modes.

12. The MBTA will develop, and post to its website, guidelines for designing and maintaining accessible bus stops that will include both minimum technical standards as well as options for further improving service, such as curb extensions.

Update: A draft design standard for the construction and maintenance of bus stops has been developed with input from SWA, Bus Ops, Service Planning, Capital Delivery, MassDOT

Highway, and the Federal Highway Administration. The guidelines will be finalized as part of the larger “Design Guide for Access” effort. The Bus Stop Guidelines have been submitted to the Design Guide consultant team and are concurrently being reviewed by internal departments for additions and updates for circulation to the MBTA, MassDOT, and others.

13. See addendum for previously completed initiatives.

EMERGENCIES

14. The MBTA will require SWA to have a role in the planning and evaluation of all emergency-preparedness drills organized by the MBTA. This protocol will include inviting customers with disabilities in such drills when members of the general public also have been invited to participate.

Update: This has been the MBTA’s working policy. This protocol has been formally documented, is under review by SWA and the Security Department, and will be issued shortly. .

15. SWA and Operations will adjust training modules regarding emergency preparedness and customers with disabilities and incorporate these modules in Bus and Subway Recertification trainings for Bus Operators, CSAs and Motorpersons.

Update: SWA and Operations have met to review content of existing trainings. These Operations trainings will be updated during 2018/2019 and revisions will ensure appropriate emergency preparedness material is incorporated.

16. Operations and SWA will develop a standardized procedure for employees to follow when responding to common emergency

diversions, including establishing a procedure for ensuring that shuttle locations are accessible and that customer communications during a diversion address the needs of customers with disabilities.

Update: The MBTA currently has policies and protocol in place to help ensure all diversions are accessible. In 2018, Operations and SWA will begin documenting response plans for emergency diversions that happen on a more regular basis.

17. See addendum for previously completed initiatives.
18. MBTA will procure additional emergency evacuation chairs to ensure presence on all Commuter Rail consists.

Update: Railroad Operations is finalizing the installation of recently purchased chairs to ensure there is one available on each train set. Currently, there is at least one evacuation chair on 90% of train sets. The remaining chairs will be installed throughout the end of this year.

VEHICLE ENGINEERING

19. See addendum for previously completed initiatives.

AUTOMATED FARE COLLECTION

20. See addendum for previously completed initiatives.
21. The MBTA will develop a policy to include at least two accessible fare-gates at all new stations. Additionally, a second accessible fare-gate will be installed at stations undergoing

renovations if deemed appropriate by Capital Delivery and SWA.

Update: The installation of multiple accessible fare-gates in fare arrays is now required as part of the AFC 2.0 standard.

This initiative is now complete.

STOP AND DESTINATION ANNOUNCEMENTS

22. Operations and SWA will issue a rule reminder to remind employees to make stop announcements on Subway. Additionally, Motorpersons Recertifications will be revised to include additional information regarding the importance of making stop announcements and the potential discipline associated with failing to make such announcements.

Update: New announcement rules and scripts across all lines are under final review by Subway Operations. A coinciding rule reminder will be issued this year. Revisions to Motorpersons Recertifications are in their beginning stages and stop announcement information is being incorporated.

Additionally, the Customer Technology team is developing training on the optimal use of Subway microphones in order to improve the clarity of announcements.

23. SWA and Ops will develop a protocol for how/when Bus Operators must announce stops if TransitMaster is not working.

Update: This initiative will be undertaken later this year

24. Operations and SWA will reissue rule that Bus Operators and Green Line Motorpersons are required to make external

announcements manually in the event that automated external announcements are not functioning.

Update: Rulebook revisions regarding external announcement requirements are under final review by Bus and Subway Operations. A coinciding rule reminder will be issued this year.

VERTICAL TRANSPORTATION

25. The MBTA will develop a system-wide elevator replacement plan.

- Update: Surveys of current elevator and escalator conditions will begin in late summer. Following data collection, the MBTA will have a consultant develop the fiscally unconstrained 20-year SGR Vertical Transportation Plan, based on: reviewing and revising prioritized inventory of existing units
- determining what future changes may be needed to the maintenance contract to maintain or exceed current levels of uptime
- determining at what rate units must be replaced in order to maintain or exceed current levels of uptime
- identifying any roadblocks to replacing elevators and escalators quickly and efficiently, and providing recommendations for their resolution

26. Capital Delivery will procure the design of next set of replacement elevators. Number of units to be determined.

Update: The 2017-2021 Capital Investment Plan (CIP) included a line item for \$10 million for the design of future new and replacement elevators. Capital Delivery and SWA established two contracts to begin early design work for the following

elevators listed below. Units/stations were selected based on a variety of criteria established in 2008 and were recently updated.

Units include

:

- 2 replacement units at Framingham CR Station
- 2 replacement units at Wood Island
- 1 new unit at Sullivan lower busway + 2 replacements
- 3 new units (incl RL Platform redundant) at Davis + 2 replacements
- 2 new units at Chinatown + 2 replacements and lobby rebuilds
- 2 new units at North Station – Valenti Way lobby to OL platforms
- 1-2 new units at State Street City Hall entry + 2 replacements & lobby rebuild at OSMH
- 1 new unit at Mass Ave + 1 replacement
- 2 new units at Broadway + 2 replacements
- 1 new unit at Jackson Square + 1 replacement
- 3 new units at Tufts at South Cove
- 2 new units at Central stair-only exits + 1 replacement
- 2-3 new units at Readville CR from Franklin platform to inaccessible west parking lot / neighborhood entrance and supplement ramp system to Hyde Park Ave
- 1-2 new units at Fenway to connect to Park Drive / Beacon St
- 3 new units at Arlington St at Berkeley exit / emergency entrance
- 3 new units at Prudential + 3 replacements
- 2 new units at Beachmont + 2 replacements
- 2 new units at Courthouse + 2-4 replacements (depending on water damage)

- 2 new units + emergency egress and 2 replacement units at Wellington

The feasibility studies for replacement and redundant elevators were completed in September 2017. Based on the 15% design, a strategy to advance the design to 100% has been developed.

- 40 out of 59 elevators studied will be grouped into 3 Vertical Transportation contracts for final design, each with 12 to 15 elevators located in 4 to 5 stations. The primary scope of work for these contracts are vertical transportation improvements.
- The remaining 19 elevators are located in 5 stations where the significant station upgrade will be required to improve accessibility. These 5 stations will be divided into two station accessibility improvement design contracts for final design.

27. SWA will implement an oversight program for Operation's management of Kone maintenance contract using either internal staff or external consultants.

Update: In 2018, SWA and E&M will be documenting a set of responsibilities, to be assumed by SWA, regarding the provision of this oversight program.

28. SWA will establish quarterly meetings between SWA, Capital Delivery, and Operations to discuss elevator-related issues, including elevator reliability and Capital Delivery projects

Update: SWA, Capital Delivery, and Operations have continued to meet on an ad hoc basis to discuss elevator/escalator issues.

29. Capital Delivery will finalize the construction of Phase 1 (2 new elevators in Burnham Building) of the plan to implement an accessible connection via elevators connecting Red and Orange Lines at Downtown Crossing. At least 2 additional phases will be required to implement such a connection.

Update: Phase 1 elevators under and within the Burnham (Filene's) building continue to move forward and are currently under construction. This project includes the construction of two new elevators (within a combined hoistway shaft) to connect the Orange Line Northbound (Oak Grove) platform and the Red Line Northbound (Alewife) platform. It is anticipated that construction will be substantially complete by the end of 2018.

30. Capital Delivery will finalize the construction of Harvard elevator 821 replacement.

Update: The Harvard elevator 821 replacement is under construction. The current schedule to reopen the elevator to service is Spring 2019.

31. Capital Delivery will finalize the design and construction of Park 804 and 808 elevator replacements.

Update: The new elevator 804 has been in service since March 2018.

The design for Elevator 808 replacement at its current location was 100% complete in 2017. The MBTA is exploring the feasibility of replacing the elevator 808 with a larger elevator that will serve the Red Line northbound connection to the Green Line at Park Street and the Orange Line southbound at Downtown Crossing via the Winter Street Concourse. The enlarged option for elevator 808 will be designed as an alternative Red Line northbound to Orange Line southbound

connection for Downtown Crossing (DTX). It will be designed and constructed as part of DTX Phase 2. The design is anticipated to be completed by end of 2019 or early 2020.

32. Capital Delivery will finalize the design and construction of Central elevator 861 replacement.

Update: The notice to proceed with construction was issued in June. Construction of elevator 861 replacement began in May of 2018 and is to last approximately one year. A shuttle bus is available to connect customers to Kendall.

33. Capital Delivery will finalize the design and construction of Tufts 872, 879, 880 elevator replacements.

Update: The notice to proceed with construction was issued in October 2016. Elevators were taken out of service on October 16, 2017. A shuttle bus is provided between Tufts and Back Bay Stations throughout construction.

The replacement elevators at Tufts are scheduled to reopen in June 2018.

34. Capital Delivery will finalize the design and construction of Andrew 857, 858, 859 elevator replacements.

Update: The notice to proceed with construction was issued in October 2016. Construction will begin in mid-2018 as construction of Tufts elevators winds down in approximately one year. A shuttle bus will be provided throughout construction.

35. Capital Delivery will finalize the design and construction of Alewife 813, 814, 815 elevator replacements.

Update: Notice to proceed with construction was issued in April 2017. Construction is expected to begin in spring of 2018 and to last approximately two years as the elevators are phased in such a way to keep one elevator in service.

36. Capital Delivery will finalize the design and construction of Quincy Adams 805, 806, 807 elevator replacements.

Update: Bidding occurred this spring with construction starting by summer of 2018. The project duration is anticipated to be 2 years with elevators phased to keep one elevator in service.

37. Operations will enhance its procedure for notifying passengers of elevator outages to include posting outage information physically on affected elevators 1 week (or as soon as possible) in advance of any planned shutdowns (in addition to posting on mbta.com).

Update: The enhanced elevator outage advisory SOP is undergoing final review. Issuance of the SOP will take place this summer.

38. The MBTA will develop a system-wide escalator replacement plan.

Update: Surveys of current elevator and escalator conditions will begin in late summer. Following data collection, the MBTA will have a consultant develop the fiscally unconstrained 20-year SGR Vertical Transportation Plan.

ACCESS TO STATIONS/FACILITIES

39. Operations and SWA will develop snow removal standards for bus stops and stations.

Update: As part of the MBTA's Snow & Ice Plans, basic parameters have been documented for ensuring accessible paths of travel through snow/ice at stations, as well as what must be cleared at bus stops to maintain accessible boarding. These guidelines were utilized last winter; however, suggestions have been made regarding how to enhance the guidelines and they will be developed and incorporated into the Design Guide for Access.

40. Operations, Real Estate and SWA will post on its website a list of all bus stops serviced by the MBTA, identifying the property owner of each stop (e.g. municipality, private owner, MBTA, etc.).

Update: SWA has worked with the Customer Technology Department to feed PATI data into Google Maps to allow wheelchair transit navigation to be extended to bus stops. SWA has obtained stop location data and is working with the relevant departments to identify ownership and maintenance responsibilities. SWA will continue to work with the website development team to update the bus stop ownership information.

41. Operations will begin sharing monthly reports with impacted municipalities' transportation and Police Departments regarding bus stops obstructed by illegally parked vehicles.

Update: The practice will be established later in 2018.

42. MBTA will partner with other organizations (e.g. Massachusetts Office on Disability, WalkBoston, etc) to advocate for proper maintenance at bus stops.

Update: Once the ownership/responsibility of each bus stop has been determined, SWA will work with community partners who are on the PATI External Engagement Committee to coordinate advocacy for proper bus stop maintenance. In March of 2018 the MBTA received the Golden Shoe Award from WalkBoston for its work surveying all bus stops to improve safety and accessibility.

CUSTOMER COMPLAINT PROCESS

43. The MBTA will establish a procedure for handling accessibility-related customer complaints. This procedure will:
- identify the information that must be collected during intake;
 - identify the circumstances under which a customer complaint requires further investigation;
 - require supervisory staff to review and approve the content of all accessibility-related complaints during the intake phase;
 - identify other roles/responsibilities of customer service staff and supervisory personnel;
 - identify an Operations supervisor's role and responsibilities when investigating access-related complaints; and
 - set quality and timeliness standards for responding to customer complaints.

Update: Since the last update, a number of important changes regarding the handling of customer complaints have been implemented. The role of receiving calls (questions, complaints, trip planning) has been assumed by a contractor who will begin receiving calls in June. A Call Center staff training curriculum regarding accessibility complaints was developed by SWA.

Customer Communications supervisors will be required to review all accessibility complaints following their submission.

Also notably, a software upgrade for the customer complaint database (HEAT) has been procured which will facilitate the tracking and reporting on of complaints.

Finally, complaint investigation and resolution guidelines have been drafted and Operations is conducting a final review of these. The final review is expected to be complete by the end of the spring. Beginning this summer, the MBTA IT Department will perform a software upgrade on the customer complaint database (HEAT) which will allow for the input of information regarding complaint investigations and resolutions.

44. Customer Support Services Center and SWA will retrain customer service staff regarding the MBTA's protocol for providing Braille schedules to customers.

Update: SWA and the Customer Support Services Center drafted a revised procedure for providing Braille/alternate format schedules to customers upon request. This material is incorporated into the new Call Center's curriculum.

This initiative is now complete.

SUBWAY OPERATIONS

45. Operations will post on the MBTA's website an updated inventory of emergency callbox locations.

Update: A review of the existing database of callbox locations identified a number of inconsistencies. A resurvey has been conducted and a document containing descriptions of each

location is being finalized.

46. Operations will develop specifications for Customer Assistance Areas at all Heavy Rail stations and prepare a timeline for installing them.

Update: SWA, Operations, Engineering & Maintenance, and Capital Delivery have finalized a draft specification. In May 2018, a project scope of work was generated as part of a plan to outsource the design of CAA's at all Heavy Rail Stations. Over the course of this year, efforts will be made to secure the necessary funding for project designs.

47. Real Estate will install at least one TeleTypewriter ("TTY") phone in all Heavy/Light Rail stations where public pay phones are present. Signage and the MBTA website will identify the locations of the TTYS.

Update: The MBTA has decided to eliminate pay phones system-wide. A notice of termination letter was submitted to the pay phone/TTY vendor and was effective May 28th, 2018. The vendor has until June 28th, 2018 to remove existing equipment from MBTA property. After the 30-day time period, MBTA Engineering & Maintenance will remove all pay phones/TTYS from sites.

48. See addendum for previously completed initiatives.
49. The MBTA will develop a plan for broadcasting audio and visual elevator/escalator announcements in Subway stations, and will determine required budget for implementation.

Update: As part of the MBTA's new advertising contract, elevator/escalator alerts will be displayed on numerous digital station screens. The MBTA is currently working to pilot an audio

solution—specifically the creation of a smartphone app that displays/reads audibly the content of the digital boards through the use of Bluetooth beacons.

TRAINING

50. When Phase II of the Bus Operations Recertification Training concludes, Operations will develop the curriculum for Phase III Bus Operations Recertification and will begin offering the training to Bus Operations personnel. The pace with which staff attend the training will be gradual and will be managed in such a way to minimize dropped trips and/or overtime issues.

Update: Phase II of Bus Operations Recertification Training remains at roughly 75% completion. In 2018/19, SWA and Operations will collaborate to develop Phase III.

51. Operations and SWA will review the eight-hour ADA Recertification Program to determine if any updates are warranted. If Operations and SWA determine revisions are warranted, they will implement them accordingly.

Update: A review of the existing program will take place in 2018 and a schedule for implementing any recommended revisions will be developed.

52. Operations and SWA will review accessibility-related modules within Subway Recertifications to determine whether any revisions are warranted. If Operations and SWA determine revisions are warranted, they will implement them accordingly.

Update: SWA and Operations have met to review content of existing trainings. These Operations trainings will be updated during 2018-19.

53. SWA will develop an access-related training module for Senior Leadership to undergo upon hire/promotion and every three years thereafter. (Senior Leadership constitutes staff at Director level and above)

Update: SWA will begin work on this initiative in 2018-19.

INTERNAL ACCESS MONITORING

54. SWA's Internal Access Monitoring Program will update and revise its training program and materials.

Update: SWA staff is in the process of revising the materials for the training program. To date, six of nine classroom instructional modules are complete and are currently being used to train Internal Access Monitors. All course training materials are expected to complete by the end of the summer 2018.

55. See addendum for previously completed initiatives.
56. See addendum for previously completed initiatives
57. See addendum for previously completed initiatives.
58. See addendum for previously completed initiatives.
59. See addendum for previously completed initiatives.

COMMUNITY ENGAGEMENT

60. In concert with the Title VI public participation plan, the MBTA will develop a public engagement plan for seniors and people with disabilities.

Update: The MBTA Public Participation Plan revision is in draft form. By this fall, public feedback will be solicited and the plan will be finalized for adoption. One key addition will be the requirement that any public meetings regarding fares or service be posted in the impacted municipalities Independent Living Center, Disability Commission and Council on Aging.

61. Marketing and SWA will develop and implement a marketing campaign designed to highlight improvements to fixed-route access and to spread the message that access benefits all customers.

Update: This will be undertaken in fall 2018 in coordination with marketing materials developed for the MBTA's enhanced travel instruction program.

62. The MBTA will work with AACT and other disability stakeholder organizations to review the AACT MOU and will revise as needed to improve community engagement.

Update: During the fall of 2015, with input from AACT, the MBTA developed a customer survey aimed at identifying areas for improvement in engaging with the disability community, via AACT or other means. Based on survey results and other research, a series of recommendations for enhancing AACT and improving customer engagement were issued by Judge King, the Independent Monitor of the MBTA/BCIL Settlement Agreement. A community ad hoc committee was formed and has met regularly to draft new bylaws and a new MOU. It is expected the group will host its first public meeting in July 2018.

MISC. CAPITAL DELIVERY

63. SWA and Capital Delivery will procure a contractor to revise the Design Guide to Access to reflect access-related updates in the law and to identify best practices in universal design. The Independent Monitor and/or a representative from the plaintiffs will be invited to review the proposals received in response to this RFP. The MBTA will complete the development of the Design Guide to Access.

Update: The Design Guide for Access project team held a kick-off meeting in December 2017. Internal interviews with various other MBTA departments took place throughout January and February of this year. The interviews included, but were not limited to, representatives from Capital Delivery, Budget, MassDOT, Customer Experience, Customer Technology, and Commuter Rail. The Design Guide for Access team is now working on laying out the table of contents, color scheme options, and formatting a storyboard to build out the content structure and overall schedule.

STATION UPGRADES

64. See addendum for previously completed initiatives.
65. See addendum for previously completed initiatives.
66. Capital Delivery will reconstruct Mansfield Commuter Rail Station, including building an accessible connection between the Inbound and Outbound portions of station.

Update: Notice to proceed with construction was issued in February 2017. The scope of work includes accessible access from the inbound to the outbound platforms via a compliant covered walkway. Two new mini-highs will be constructed in the same footprint as the existing mini-highs. New tactile warning

strips will be placed on the existing platforms, and the parking lots will be reconstructed. This project will be complete in the summer/fall of 2019.

67. See addendum for previously completed initiatives.

68. Capital Delivery will finalize the design of a fully accessible Winchester Commuter Rail Station.

Update: Following direction from the FMCB, design work will continue and is expected to wrap up in late summer 2019. Additionally, the MBTA is examining short-term fixes to keep the station open until replacement occurs.

69. The MBTA will consolidate and reconstruct BU West, St. Paul, Babcock and Pleasant St stations into two fully accessible Green Line Stations.

Update: The design includes the construction of two new stations at Babcock/Pleasant and BU West/St. Paul and the demolition of the four existing stations. The design was completed in May 2017. Project construction schedule is contingent upon MassDOT's Highway Division and BTD's replacement of the Commonwealth Avenue bridge over the MassPike, as well as surface realignment of Commonwealth Avenue. It is anticipated that the construction procurement for the Green Line B-Line Station Accessibility Improvement and Consolidation will take place in fall 2019.

70. As part of the Casey Overpass project, MassDOT will construct a second accessible entrance to the Orange Line platform at Forest Hills Station.

Update: MassDOT's demolition of the Casey Overpass at Forest Hills is complete and the contractor has substantially

completed the surface street realignment. Construction of the second headhouse with steel erection begins in late November 2017 and is expected to become operational in late 2018.

71. See addendum for previously completed initiatives.

72. Capital Delivery will reconstruct a fully accessible Chelsea Commuter Rail Station.

Update: Design completion is expected to be complete in late Spring 2018. Construction award and notice to proceed is expected in 2018.

73. Capital Delivery will fix the mini-high platform at Ashmont Station to allow passengers with disabilities to board the Trolley to the extent it is technically feasible.

Update: Design work has revealed that no section of track at Ashmont is level enough to make it feasible to relocate the mini-high to a location that provides for a safe and improved boarding experience. At this time, the mobile lift is the only method for boarding/alighting the Mattapan PCC Trolleys.

This initiative is now complete.

74. See addendum for previously completed initiatives.

75. See addendum for previously completed initiatives.

76. See addendum for previously completed initiatives.

COMMUTER RAIL

77. SWA, RROps and Keolis will develop a 4-8 hour training on providing appropriate service to customers with disabilities.

Update: In June, SWA and Keolis plan to resume planning and development of an accessibility-based training program for Commuter Rail train conductors. Training development is projected to be complete in fall 2018, at which point Keolis will launch the program for its staff.

78. Keolis, SWA, and RROps will standardize bridgeplate design to the greatest extent feasible.

Update A model bridgeplate from France was tested this past winter. Testing of the model bridgeplate was deemed a success after findings showed the device was compatible with each coach series and demonstrated to be a safer option for individuals who require the use of a bridgeplate. Currently, Keolis is in the process of identifying a US manufacturer that is capable of designing and producing a similar bridgeplate model.

TRANSIT POLICE

79. SWA and the Transit Police Academy will develop a training regarding providing appropriate service to people with disabilities.

Update: The MASS Collaboration (comprised of SWA, BCIL, T Police, and the Boston Area Rape Crisis Center) is currently in the late stages of developing the curriculum for a disability-based training for TPD officers. The group is on schedule to complete development this summer. A pilot class will be held for Transit Police Sergeants later this year.

INFORMATION TECHNOLOGY

80. See addendum for previously completed initiatives.

81. SWA will redesign content of "accessible services" portion of website to include history of access at MBTA, current goals regarding accessibility and options for community engagement.

Update: The accessible services portion of the website has undergone a complete redesign. In addition to a revamped Access Guide and a new FAQ, the site features an "Access in Motion" section which includes information on current and future accessibility initiatives; options for customer engagement; and a page dedicated to the history and impact of the MBTA/BCIL Settlement Agreement. SWA is continuing to work with the Customer Technology web team to enhance and update content.

82. MBTA will issue policy that requires all files posted to mbta.com be accessible.

Update: MassDOT has established a working group focused on ensuring the accessibility of electronic materials. As part of this working group, the MBTA will be formalizing policies and procedures to ensure all materials posted to mbta.com are fully accessible. Work will continue throughout 2018.

83. MBTA will develop policy outlining which enterprise applications should be tested for compliance with accessibility standards, and how that testing should be completed.

Update: These policies and procedures will be drafted during late 2018. The MBTA now has access to a state blanket contract that greatly simplifies the procurement of accessibility-focused IT specialists.

MOBILITY MANAGEMENT

84. See addendum for previous completed initiatives.

SYSTEM-WIDE ACCESSIBILITY

85. The MBTA will develop and issue a policy outlining when and how an MBTA project or initiative must be approved by SWA.

Update: This initiative will be undertaken in 2018-19.

INITIATIVES ADDED IN MAY 2016

Throughout 2015-2016, a number of Capital Funding Requests were submitted for consideration in the 2017-2021 CIP. The approved CIP included over \$200 million worth of projects that will improve accessibility. Because of this, the following initiatives were made possible:

86. Bus Operations will retire all high-floor RTS buses from service.

Update: All high-floor buses were retired in December 2017.

This initiative is now complete.

87. Bus Operations will conduct a benchmarking study to identify opportunities for modernizing the pre-trip inspection (Circle Check) data collection process.

Update: Bus Operations is still in the process of researching options for modernizing the Circle Check procedure, and

evaluating results of a system piloted last fall. Currently, Operations is looking into the idea of using TransitMaster to send an alert to OCC anytime a ramp was not cycled during pull-out; however, this would only apply to the ramp and not the other equipment included in a Circle Check.

88. Capital Delivery will conduct feasibility studies and develop conceptual designs for the remaining inaccessible stations, taking into account opportunities for consolidation when practical.

Update: The initial project aimed to develop concepts for (and assess the feasibility of) providing access at every subway and Commuter Rail station on the MBTA system. Several stations were accomplishing accessibility through other projects and were therefore not included in this study. The effort was divided into two parts—the first focused on Rapid Transit stations: 26 Green Line stations (not including Boylston) and Bowdoin Station; the second on 29 Commuter Rail stations.

Currently, the Rapid Transit portion and Commuter Rail portion of this effort are being handled by two different design teams and are both underway. The conceptual study for Green Line stations will be completed by the end of 2018.

Additionally, per the May 7, 2018 FMCB Board decision, the MBTA has established a Green Line Transformation Program. This will be a multi-phased program that integrates the safety and reliability needs of today with modernization planning inclusive of accessibility improvements into a single, coordinated Capital Investment program. It will transition the Green Line to modern, accessible system and incorporate necessary system improvements. MBTA FMCB authorized the engagement of a PM/CM consultant to assist the Authority with

clearly defining the scope for the coordination and development of the Green Line Transformation Team and Program.

The conceptual study of Commuter Rail Stations was completed in 2017. The Capital Delivery Department is meeting with System-Wide Accessibility and Railroad Operations to determine next steps. The Authority is using the CIP process, the Commuter Rail Vision study currently underway, PATI data, and the concepts from the conceptual study to determine priorities going forward.

89. Capital Delivery will make Wollaston Station fully accessible.

Update: Wollaston, the last inaccessible station on the Red Line, was shut down for construction this past January and is expected to reopen in August 2019.

90. Capital Delivery will make Winchester Commuter Rail Station fully accessible.

Update: The design is still underway (see #68).

91. Capital Delivery will make Auburndale Commuter Rail fully accessible.

Update: Auburndale design was completed in 2017. However, the final design revealed a significant operational impact that was deemed unacceptable to the community. During winter 2017-18, the MBTA studied what options exist to improve access throughout the stretch of rail that contains Newtonville, Auburndale, and West Newton Stations. Following MassDOT discussions with the City of Newton, state elected officials, and the Secretary, a decision will be made. This commitment will be

modified in future reports to reflect the forthcoming decision.

92. Capital Delivery will make Newton Highlands Station fully accessible.

Update: Notice to proceed for design was issued in late 2016. Additional accessibility scope has been added to the design to provide direct access to the inbound platform from Hyde Street and to expand both platforms to accommodate three-car trains. The design is expected to reach 100% in spring 2019.

93. Capital Delivery will install a new commuter rail platform along Track 2 at Ruggles Station and a new elevator to the busway center platform. Following this work, existing elevators 848, 849, 850, 851 and 852 will be replaced.

Update: Design is complete. Notice to proceed with construction was given in June 2017. Construction on the new platform, busway elevator and lower busway improvements, and replacement elevators began in 2018 and will last 30 months.

94. Capital Delivery will implement accessibility upgrades at Oak Grove Station including path of travel upgrades, the replacement of elevators 800 and 801, and the installation of a new elevator serving Washington Street.

Update: Notice to proceed for design was issued by the end of 2016. The Capital Delivery completed 15% design submittal in the spring and 30% design in August 2017. The project is in the process of procuring final design which is expected to start by summer 2018 for the duration of one year, followed by construction procurement and 30 months of construction.

95. Capital Delivery will complete design work for an upgraded Downtown Crossing Station, including accessible connections between the Red and Orange Lines.

Update: The feasibility study for an elevator at the Washington Street Entrance that connects Orange Line southbound to Red Line southbound via the existing Winter Street elevator shaft has been completed. Capital Delivery plans to advance this elevator design to 100% and construction.

Additionally, a design will be procured for an elevator that connects Orange Line northbound to Red Line southbound via elevators at the corner of Macy's. Additional funding will be required to complete the final designs and construction.

The elevator that connects Orange Line southbound to Red Line northbound near the Gilchrist Building (both inside and outside) has been found practically infeasible due to existing Eversource utilities in the area. The MBTA is exploring the feasibility of replacing elevator 808 with a larger elevator that will serve the Red Line northbound connection to the Green Line at Park Street and the Orange Line southbound at Downtown Crossing via the Winter Street Concourse (see item 5 above).

96. Capital Delivery will complete design work for a fully accessible Symphony Station.

Update: Design will be completed in winter 19-20. Construction will take approximately two years.

97. Capital Delivery will complete design work for a fully accessible Natick Center Station.

Update: The design is underway. 60% design is expected this October and 100% expected spring of 2019.

INITIATIVES ADDED IN MAY 2017

98. Capital Delivery will produce a design for a fully accessible South Attleboro station.

Update: A design procurement took place to add full high level platforms at South Attleboro Station. Since that time a developer has advanced a new station proposal on the Massachusetts/Rhode Island border. As this new alternative is reviewed, the Capital Delivery Department is identifying State of Good Repair opportunities at the existing South Attleboro Station.

99. The MBTA will pilot the installation of Bluetooth beacons at select bus stops in order to assist customers in identifying the stop's precise location.

Update: While this beacon technology was previously only available to users taking part in the pilot, this new feature is now fully integrated within the BlindWays app for these select bus stops. The crowdsourced landmark information continues to also be available within the app in addition to the signaled vibrations via MBTA beacon with the hope of making locating a bus stop easier for customers. Customers can download the BlindWays app in the Apple Store. The effectiveness of this pilot will be evaluated during this pilot phase.

100. As part of a digital display screen roll-out, the MBTA will pilot a solution for making the screens' text-based information available audibly via a smartphone application.

Update: As part of the MBTA's new advertising contract, service alert information will be displayed on numerous digital station screens. The MBTA is currently working to pilot an audio solution—specifically the creation of a smartphone app that displays/reads audibly the content of the digital boards through the use of Bluetooth beacons.

101. The MBTA will take steps to address critical barriers identified throughout its PATI bus stop surveys.

Update: There are 7,685 bus stops within the MBTA service area and many contain barriers to access such as narrow and/or degraded sidewalks, non-compliant cross slopes, etc. The MBTA has just concluded its effort to survey and catalogue these barriers. Because the vast majority of stops are owned by the local municipalities, the MBTA is working on a long-term plan to collaborate with its municipal partners to address these issues.

In the interim, there are two specific MBTA initiatives underway aimed at addressing the highest priority stops. The first initiative includes the redesign and construction of 50 high-ridership stops that contain moderate to severe barriers. The second initiative is a package of several dozen stops that have been deemed “critical”—meaning the stop is so inaccessible, customers using wheeled mobility must board/exit in the street. 130 stops are at 90% design, which will be under construction in fall 2018; the second set of 54 stops is in design and will be under construction spring 2018; and roughly 80 stops will be eliminated. Of the total 7,685 stops, the MBTA is currently working on creating a plan to address the next 1,000 high-priority stops.

- 102..The MBTA will implement its wayfinding signage standards system-wide, beginning at its 10 most complex stations.

Capital Delivery has secured budget and developed a plan for the rollout of the MBTA wayfinding signage standards, beginning with Downtown Crossing, Park St, South Station, North Station, Harvard, State, Back Bay, Forest Hills, Haymarket and Malden Center.

Addendum: SWA Initiatives Previously Completed

The following is a list of projects completed between May 2015 (when the first SWA Initiatives report was issued) and November 2017 (when the last SWA Initiatives report was issued).

4. Operations and SWA will issue Circle Check cards that include the following accessibility features: wheelchair lift/ramp, kneeler, flip-up seats in securement areas, securement system, stop request buttons within securement area, lap/shoulder belts in securement area, 8 Q-strait loops (blue loops), TransitMaster, internal speakers, external speaker, front/side/rear destination signage.

Update: Circle Check card revisions were completed this summer (2016) and new cards are in circulation at all garages.

This initiative is now complete.

5. SWA and Operations will run monthly reports summarizing all accessibility-related defects captured within MCRS 2, how many vehicles are held out of service because of reported defects, and how quickly reported defects are repaired.

Update: A customized report has been developed and includes data regarding the number and type of defects reported, how many miles the bus is driven after the defect is reported, and how long the repair takes as well as other information.

This initiative is now complete.

6. Operations and SWA will issue a new rule regarding when/how a high-floor bus is taken out of service if its lift is determined to be inoperable.

Update: A Special Order was issued in June 20, 2017 and is in effect.

This initiative is now complete.

7. Operations and SWA will issue guidelines regarding when, and for how long, a vehicle can remain in service if the vehicle has a non-functioning accessibility feature. Whether, and to what extent, a vehicle can remain in service will depend on the nature of the non-functioning feature.

Update: A Technical Memorandum outlining whether or not a bus can go back into service once maintenance for a defective accessibility feature was issued in June 2017.

This initiative is now complete.

8. The MBTA will reprogram TransitMaster system on buses so it announces an operator's badge number both audibly and visually.

Update: The required software upgrade has successfully been installed on all buses. Badge numbers are now broadcast both visually and audibly.

This initiative is now complete.

10. Operations and SWA will revise Priority Seating signage on new vehicles and vehicles being overhauled to improve the visibility of the signage and to ensure consistency across all modes.

Update: After receiving feedback from the Vehicle Access Advisory Committee (VAAC), the design for the new Priority Seating signage was finalized in September 2016.

This initiative is now complete.

13. Operations and SWA will revise and reissue policy regarding service animals to ensure consistency across all modes.

Update: Operations and SWA updated the MBTA's service animal policy and a Special Order was issued in September 2016.

This initiative is now complete.

17. MBTA will require Operations to conduct quarterly audits of Stryker chairs to verify the presence and reliability of all Stryker chairs owned by the MBTA.

Update: On September 24, 2015, Operations issued a new policy mandating monthly inspections of train- and station-based Stryker chairs. Personnel are required to confirm the chair is in place and functioning properly. Any defects are to be logged immediately.

This initiative is now complete.

19. SWA will reinstitute the Accessible Vehicle Ad Hoc Committee to solicit design feedback throughout procurement process of new Red/Orange/Green Line vehicles.

Update: Since the last update, The Vehicle Accessibility Advisory Committee met to review the Orange Line car mock-up as well as the Green Line Type 9 car mock-up, providing feedback on a number of key issues.

The VAAC will continue to meet as additional vehicle designs progress.

This initiative is now complete.

20. AFC and IT will install second CharlieCard target on all fare gates designated as accessible to people with disabilities.

Update: As of June 10, 2015, all 136 accessible fare gates were modified to include a second CharlieCard target.

This initiative is now complete.

48. MBTA will revise daily station inspection lists to include the following access-related considerations: elevators, escalators, PA/VMS boards, call boxes, bridge plates, mobile lifts, detectable warning strips, unobstructed paths of travel, and fare gates designated as accessible to persons with disabilities

Update: All station checklists were finalized in the summer of 2016 and are currently in circulation.

This initiative is now complete.

55. All monitoring forms will be converted from paper surveys to digital surveys.

Update: All digital survey forms have been in circulation since Q1-2016.

This initiative is now complete.

56. All policies/procedures related to SWA's internal Access Monitoring Program will be reduced to writing.

Update: A comprehensive set of procedures has been finalized.

This initiative is now complete.

57. All Internal Access Monitoring Reports will be issued on a quarterly basis.

Update: This requirement has been documented in the IAM Program's procedures and has been an ongoing practice. Q3-2014 report was issued to Judge King on December 10, 2014; Q4-2014 report was issued on April 9, 2015; Q1-2015 report was issued on June 16, 2015; Q2-2015 report was issued on September 17, 2015; Q3-2015 report was issued on December 14, 2015; Q4-2015 report was issued on May 4, 2015.

This initiative was marked as complete in June 2016 and reports will be issued quarterly going forward.

58. SWA will require Internal Access Monitors to make same-day service requests for minor deficiencies related to equipment. Examples of such minor deficiencies include broken hand straps, dirty lap/shoulder belts, and missing priority seating signage, etc.

Update: In October 2015, the IAM Program implemented a new digital survey form designed to capture more "minor" deficiencies that had been previously identified. Since then, the IAM Program Coordinator has been entering these deficiencies into the maintenance database within 24 hours of the monitors' trip.

This initiative is now complete.

59. SWA's Internal Access Monitoring Program will revise its protocol to include the monitoring of alternate service routes, implemented due to mass diversions and/or elevator outages.

Update: Alternative routes are now periodically monitored by the IAM Program.

This initiative is now complete.

64. Capital Delivery will complete construction of a renovated Government Center Station to ensure full access to Blue and Green Line platforms.

Update: A fully accessible Government Center reopened on March 21, 2016 with much celebration.

This initiative is now complete.

65. Capital Delivery will complete a design for an accessible Auburndale Commuter Rail Station

Update: Auburndale design was completed in early 2017. However, the final design revealed significant operational impacts that could not be resolved. See #91 for more information.

This initiative is now complete.

67. Capital Delivery will reconstruct a fully accessible South Acton Commuter Rail Station.

Update: A fully accessible South Acton station opened December 30, 2015.

This initiative is now complete.

71. Capital Delivery will finalize the design of a fully accessible Wollaston Station.

Update: The design for Wollaston was completed in summer 2016. (See Initiative #89 for more information.)

This initiative is now complete.

74. Capital Delivery will replace the ramp connecting subway platforms and busway at JFK/UMASS.

Update: The JFK/UMass ramp was replaced in-kind during July/August 2015.

This initiative is now complete.

75. Capital Delivery will procure a survey and conceptual design for a fully accessible Oak Grove Station.

Update: A conceptualized design for Oak Grove was completed earlier this spring. Funding for the full design as well as construction was secured in the CIP. See Initiative #94.

This initiative is now complete.

76. Capital Delivery will procure a survey and conceptual design for a fully accessible Newton Highlands Station.

Update: Capital Delivery completed the conceptual design for Newton Highlands Station. On October 17, 2015, the MBTA presented the 15% Alternative Analysis for Newton Highlands Station to Mayor Setti Warren, State Representative Ruth Balser, and members of the community.

This initiative is now complete. (See Initiative #92 for information on next step.)

80. MBTA will rebuild mbta.com, ensuring it is fully accessible.

Update: The new and improved mbta.com officially launched on September 12, 2017 and includes--enhanced service alerts, improved schedule pages, better trip planning functionality, and new station information pages. The team partnered with the Institute for Human Centered Design to ensure all aspects are fully accessible.

This initiative is now complete.

84. SWA will issue an RFP for travel instruction services for seniors and people with disabilities.

Update: Following a formal selection process, Innovative Paradigms was the consultant selected to lead the MBTA's new travel instruction efforts. Their contract began in September 2016 and trainings are currently underway.

This initiative is now complete.